



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Verizon North Inc.
for Filing Period 7/1/2008 to 9/30/2008
Tracking Number 2459

Performance Data - Code Part 730

	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	3.99	4.39	4.61	4.33
B. Operator Answer Time - Information Section 730.510(a)(1)	4.39	5.53	4.74	4.89
C. Repair Office Answer Time Section 730.510(b)(1)	44.08	21.69	36.20	33.99
D. Business or Customer Service Answer Time Section 730.510(b)(1)	46.65	33.79	51.65	44.03
E. Percent of Service Installations Section 730.540(a)	87.47% *	84.45% *	83.60% *	85.17% *
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535	96.01 %	93.56% *	95.28 %	94.95% *
(a)				
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.13	1.11	1.24	1.16
H. Percent Repeat Trouble Reports Section 730.545(c)	14.91 %	16.34 %	15.24 %	15.49 %
I. Percent of Installation Trouble Reports Section 730.545(f)	6.02 %	6.82 %	7.03 %	6.62 %
J. Missed Repair Appointments Section 730.545(h)	215	333	172	240
K. Missed Installation Appointments Section 730.540(d)	118	101	104	108

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$3,856.79	\$6,765.86	\$6,373.23	\$16,995.88
B. Number of credits issued for repairs - 24-48 hours	263	443	303	1009
C. Number of credits issued for repairs - 48-72 hours	100	127	106	333
D. Number of credits issued for repairs - 72-96 hours	37	27	58	122
E. Number of credits issued for repairs - 96-120 hours	18	27	53	98
F. Number of credits issued for repairs > 120 hours	4	14	22	40
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	3623	2992	3929	10544
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$24,917.81	\$23,218.65	\$16,245.30	\$64,382.00
B. Number of installations after 5 business days	568	770	655	1993
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	71	137	149	357
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	624	519	537	1680
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$16,450.00	\$21,550.00	\$13,550.00	\$51,550.00
B. Number of customers receiving credits	333	434	276	1043
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	24	21	10	55